

## Ivanti Service Manager Administration Course

The Ivanti Service Manager Administration Course provides the necessary information to allow you to both administrate your environment and make the needed configuration to keep the application at it most productive. It covers all the key things you require to manage security, control the quality of the data input and the reporting as well as the skill required to both build objects and enhance those already in the solution, students will be prepared to take the Certified Service Manager Administration exam.

The course is normally delivered over 2 different, 3-day classes. It will be taught in 3 days, which requires extended days and some afterhours work with some topics reduced in scope. The class will be taught April 25-27, 2020

The course will cover core concepts and principles of both ISM and ASM plus elements of best practice.

A more detailed breakdown of the course topics is as follows:

- Administration Overview
- Exploring Security
- User Management Options
  - Introduction to Roles and Security Tasks
  - Manage Contact Groups, Teams, and Users
- Introduction to Self Service, Self Service Mobile and Mobile Analyst
- Using Searches
  - Searches Overview
  - Simple Search, Filter Searches, Configuring Filter Searches, Saved Searches and Object Matching
- Managing Dashboards
- Managing Object Templates
- Managing Quick Actions
- Configuring Workflows
  - Workflow Overview
  - Workflow Designer, Workflow Blocks and Properties
- Using Reports
- Establishing OUs
- Managing Escalations
  - Overview of Escalation Engine
  - Escalation Configuration
- Setting Business Hours
- Configuring “Service Level Management”
- Managing Request Offerings
  - Request Management Overview, Defining Request Offerings
- Business Object Concepts
  - Building Business Object Lists, Forms, and Layouts
  - Configuring Business Objects
    - Creating a Stand-alone Business Object
    - Defining a Business Object, Adding fields
    - Creating a Basic Form, List, and Layout with child panels
- Toolbar Editor
- Extending Business Objects
- Configuring Pick Lists from Validation Objects
- Configuring “Object Matching”
- Understanding and using Expressions

- Managing Counters
- Working with Business Rules
- System Settings
- Data Integration
  - Importing and Exporting Data, Data Import, Scheduling a Recurring Import
- Projects and Packages